

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER PR-OARM-17-00783		PAGE OF 1 35			
2. CONTRACT NO. GS-35F-0601K			3. AWARD/ EFFECTIVE DATE 10/01/2017		4. ORDER NUMBER EP-G17D-00886		5. SOLICITATION NUMBER		
6. SOLICITATION ISSUE DATE									
7. FOR SOLICITATION INFORMATION CALL			a. NAME Shelley Marley			b. TELEPHONE NUMBER (No collect calls) 919-541-7805		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY RTPPOD US Environmental Protection Agency 109 T.W. Alexander Drive Mail Code: AA005 Research Triangle Park NC 27709			CODE RTPPOD		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR:				
					<input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> 8(A)				
					NAICS: 541513 SIZE STANDARD: \$27.5				
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS			13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING		
							14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP		
15. DELIVER TO OARM-RTP-IRMD US Environmental Protection Agency 109 TW Alexander Dr. C-604-03 Durham NC 27711			CODE OARM-RTP-IRMD		16. ADMINISTERED BY RTPPOD US Environmental Protection Agency 109 T.W. Alexander Drive Mail Code: AA005 Research Triangle Park NC 27709				
17a. CONTRACTOR/ OFFEROR ECS FEDERAL, LLC Attn: CATHY KILCOYNE 2750 PROSPERITY AVENUE, SUITE 600 FAIRFAX VA 22031 TELEPHONE NO. 70327015401045			CODE 806026852 FACILITY CODE		18a. PAYMENT WILL BE MADE BY RTP Finance Center US Environmental Protection Agency RTP-Finance Center (AA216-01) 109 TW Alexander Drive www2.epa.gov/financial/contracts Durham NC 27711				
					CODE RTP				
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER					18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM				
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES				21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT	
0001	DUNS Number: 806026852 TOCOR Myra Ezell Delivery: 10/01/2017 Period of Performance: 10/01/2017 to 12/31/2017 RTP Information Technology Support Services POP: 10/1/2017 thru 12/31/2017 Accounting Info: 17 18 B 54A ZZZGF2 2512 LSLMIABZ 1854PEL001 001 Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary)								
25. ACCOUNTING AND APPROPRIATION DATA See schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$668,355.21			
<input type="checkbox"/> 27a. SOLICITATION NCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA						<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER NCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA						<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.					<input type="checkbox"/> 29. AWARD OF CONTRACT: _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:				
30a. SIGNATURE OF OFFEROR/CONTRACTOR					31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) ELECTRONIC SIGNATURE				
30b. NAME AND TITLE OF SIGNER (Type or print)			30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print) Joel P. Smith		31c. DATE SIGNED 09/27/2017		

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	BFY: 17 EFY: 18 Fund: B Budget Org: 54A Program (PRC): ZZZGF2 Budget (BOC): 2512 Job #: LSLMIABZ DCN - Line ID: 1854PEL001-001 Funding Flag: Complete Funded: \$194,800.00 Accounting Info: 17-18-B-54A-ZZZGF2-2512-LSMD0000-1854PEL001-002 BFY: 17 EFY: 18 Fund: B Budget Org: 54A Program (PRC): ZZZGF2 Budget (BOC): 2512 Job #: LSMD0000 DCN - Line ID: 1854PEL001-002 Funding Flag: Complete Funded: \$169,200.00				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
32e. MA LING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
			32g. E-MA I OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL				
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY		
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT			42a. RECEIVED BY (<i>Print</i>)	
41b. SIGNATURE AND TITLE OF CERTIFY NG OFFICER		41c. DATE	42b. RECEIVED AT (<i>Location</i>)	
			42c. DATE REC'D (YY/MM/DD)	42d. TOTAL CONTAINERS

CLIN LIST

Labor Category	Rate	Hours	Cost
Task Order Manager	\$ (b) (4)	488	\$ (b) (4)
Database Administrator	\$ (b) (4)	488	\$ (b) (4)
Applications Developer	\$ (b) (4)	1952	\$ (b) (4)
Graphics Support Tech	\$ (b) (4)	488	\$ (b) (4)
Lotus Notes Admin	\$ (b) (4)	0	\$ -
Lotus Notes Developer	\$ (b) (4)	976	\$ (b) (4)
Trainer	\$ (b) (4)	488	\$ (b) (4)
Desktop Support Tech	\$ (b) (4)	976	\$ (b) (4)
OLS Database Admin	\$ (b) (4)	488	\$ (b) (4)
Trainer-DC (ECS Site)	\$ (b) (4)	0	\$ -
Trainer-DC (Gov't Site)	\$ (b) (4)	976	\$ (b) (4)
Multimedia Developer	\$ (b) (4)	732	\$ (b) (4)
Senior Programmer/Analyst	\$ (b) (4)	0	\$ -
Internet Communications Engineer	\$ (b) (4)	0	\$ -
Senior Applications Developer	\$ (b) (4)	0	\$ -
Workload & Invoice Specialist (PMO)	\$ (b) (4)	163	\$ (b) (4)
Program Manager (PMO)	\$ (b) (4)	0	\$ -
Total Labor Cost		8215	\$ (b) (4)
ODC			\$ (b) (4)
Travel			\$ (b) (4)
Total ODC & Travel			\$ (b) (4)
Total			\$ 668,355.21

1.0 PERFORMANCE WORK STATEMENT

RTP Information Technology Support Services

1. General Information

The purpose of this Task Order is to obtain information technology support services to the US EPA.

1.1. Background

The Information Resources Management Division (IRMD) within the Office of Administration and Resources Management (OARM) located in Research Triangle Park, NC, provides multiple IT services to the Environmental Protection Agency (EPA). Customers of these services vary from scientists who utilize the graphics design service for technical diagrams to PC users who access SharePoint applications to access job specific data. All contract personnel are to be located on-site in an EPA facility during core support hours unless written technical direction is given by the Government.

IT Services are required to meet Section 508 standards as they apply to website support and service accessibility. The contractor who wins this RFQ will be required to comply with Section 508 of the Rehabilitation Act when developing, procuring, maintaining, or using electronic and information technology (EIT) to ensure it is accessible to people with disabilities – regardless of whether or not they work for the federal government.

2. Specific Tasks

2.1. Application and Web Support.

The vendor shall provide for the successful operation, maintenance, management, and enhancement of various aspects of EPA-RTP Intranet/Internet applications and websites. This includes operations, maintenance and management of Web Application software, hardware (hereafter refers to both physical servers and virtual environments), custom coding, application integration, database administration, and website content. New development requirements for applications will be addressed and documented according to the Software Development Lifecycle (SDLC) processes and procedures following both traditional Project Management and Agile Project Management methodologies. Agile Project Management is the preferred software development process. All applicable code for new application development shall be tracked and managed using an Agency-approved version control system. While the individual elements of this RFQ may not be stated in detail or in specific terms, the vendor shall detail in their technical approach the steps necessary to perform all functions and activities required to successfully maintain and enhance IRMD's suite of Web Application Management software, hardware, custom coding, applications, databases, and websites. The vendor shall perform all work that is normally associated with, or is an inherent part of, the activities necessary for the successful support, maintenance and enhancement of web applications and websites. All equipment shall be operational 24 hours x 7 days per week to perform the prescribed support services. Core hours for delivery of services are 7:00 am - 5:00 pm. Some weekend or after-hours operations may be required. After-hours work on a server shall be pre-approved, unless the work is required in an emergency situation. This task is inclusive of the following areas:

- a. Services and associated functions required to develop, implement, install, operate, maintain, repair, upgrade, support, monitor, and manage IRMD hardware and software resources
- b. Services and associated functions required to assist users in understanding, accessing, and using any of the computing, networking, database, and application resources that comprise IRMD web-based information technology infrastructure

- c. Services and associated functions to develop new web-based applications in accordance with SDLC and Agile application development guidelines and Project Management methodologies.
- d. Administrative and clerical support services to provide technical documentation functions for user manuals and system documentation in accordance with Agile, Scrum, and SDLC application development guidelines.

Application Support

Vendor shall provide support for the software needed to make state-of-the-art databases and Web applications available to OARM-RTP's user community and other end users as identified. Such support includes the design, development, installation, training and maintenance of scalable, user-centric, high performance web applications. The web applications shall feature responsive user-interface design and cross-browser compatibility. The vendor shall provide expertise in the use of the following tools for software application development: JavaScript, jQuery, CSS, HTML, REST APIs, SQL, PL/SQL, SharePoint, PHP, Oracle Apex, and Drupal. SharePoint development support shall include, but not be limited to: development of SharePoint add-ins compatible with SharePoint 2013 Online; basic SharePoint site development and support; SharePoint workflow-based publishing and content management; links and interaction with external data sources using Business Connectivity Services; interaction with SharePoint sites and content using the SharePoint JavaScript Object Model or REST/OData interface; and site development, configuration, and customization using SharePoint Designer.

Drupal support shall include, but not be limited to: design, development, implementation support of basic content managed sites; data collection and reporting sites; knowledge, implementation, and support of third-party Drupal modules; and design, development, implementation, and support of custom Drupal modules.

The vendor shall provide expertise in PHP application development in a Linux Apache MySQL PHP (LAMP) environment. The developer shall demonstrate proficiency with common PHP application development support tools and frameworks (CakePHP, Symfony, Laravel, etc).

The contractor shall demonstrate and provide expertise in building applications with role and user-based access and permissions and line of business workflow applications ranging in complexity from single end point review and approval to multi-role, parameter and stage based review and approval.

The contractor shall use industry best practices in all aspects of web application development and actively maintain knowledge and understanding of W3C web technology (HTML, CSS, JavaScript) standards and Agency web application development platform standards and releases.

The vendor shall also provide support for the redesign and redevelopment of existing applications, as well as maintenance support for current ColdFusion applications in production. This includes database design, development, testing, documentation, implementation, training, day-to-day operations, data entry, security, user support, maintenance, and statistical reporting. Support will also include application and system development in platforms such as SharePoint, Drupal, Oracle Apex, and PHP. No new Cold Fusion applications shall be developed.

The vendor shall provide support for off-the-shelf applications that are part of the application suite supported by IRMD. These currently include Archibus and WebCentral. All application support efforts provided directly to a customer shall be logged into a call tracking system.

Surveys shall be generated and sent to the customer via email when a support ticket is closed.

An incident report shall be submitted in writing if there is an unscheduled application server or process outage. Unscheduled outages occur when a server goes down without 48 hours prior notice to the user community. The

incident report shall include, but not be limited to, such items as the following: date and time of the outage; date and time the server was back online and operational; list of error message(s) that appeared, if applicable; explanation of problem; an explanation of the end user impact of the outage (i.e., what services were not available, what applications could not be used); a list of impacted organizations; and steps taken to ensure that the problem does not re-occur. The incident report shall be submitted via email no later than one hour after the server will be back online and operational. Additionally, a corresponding service request ticket shall be created.

Application Administration

Vendor shall implement new and maintain existing Archibus modules including, but not limited to, the following: Building Operations (including the Preventive Maintenance and Work Order sub-modules), Space Management, On-Demand, and Furniture and Equipment.

Vendor shall provide expertise for design, development, implementation, and support of custom Web Central views defined by platform-specific XML structured documents and a JavaScript application programming interface (API).

Vendor shall also provide support to deploy new Archibus-related technologies that utilize mobile devices to interface with the Building Operations module and Web Central. Additionally, vendor shall provide the support necessary to ensure that the Archibus Space Management module covers not only the main campus buildings (e.g., Buildings A-E, Highbay), but also the Page Road building, Chapel Hill building, and all areas of the NCC.

The vendor shall assist and cooperate with the Agency's third-party Archibus support for proper maintenance, troubleshooting, and upgrade of Archibus systems and databases. The vendor shall track and document issues and resolutions provided by the Agency's third-party support vendor to reduce or eliminate future duplicative effort. Because Archibus is an Oracle-based system that is closely integrated with the RTP Locator, vendor shall provide the support required to ensure the data integrity of both systems as well as other OARM developed Oracle-based systems.

Additionally, vendor shall provide the following database administration support:

- a. Configure and tune Oracle, MS SQL and MySQL databases
- b. Establish Oracle roles and privileges to secure web databases and applications
- c. Review security notifications published by Oracle and Adobe and determine if software updates are necessary to maintain data and application security
- d. Install patches and upgrades to all supported IRMD application development environments including Oracle, Drupal, LAMP and Cold Fusion.
- e. Investigate and implement processes and procedures to ensure successful data backup and recovery of Oracle, MS SQL and MySQL databases
- f. Synchronize the production, test and failover environments
- g. Install and configure Oracle Enterprise Manager (OEM), Tool for Oracle Application Developers (TOAD), SQL*Plus, and TNS Names files; install, configure, and support the Oracle client and all associated files
- h. Remain apprised of new technology developments for Oracle Apex, LAMP, Drupal, and SharePoint (in the cloud)
- i. Review logs to proactively identify and resolve application or database problems
- j. Monitor, administer, and maintain application and database server environments
- k. Configure data sources and security for all application development environments
- l. Perform password changes, create new user accounts, add and edit user privileges, synchronize database environments
- m. Ensure correct and readable backup checks
- n. Configure and support virtual server environments.

The expectation for quick turnaround, as well as for ad hoc data surveys, reports, response to complex requests, and other Web-enabled requests, can occur at any time from the OARM-RTP customer base. Provide the graphical support needed to give Web applications a pleasing and professional appearance. All Web-based applications shall be compliant with Section 508.

Ensure that the Applications software comprising the websites and the databases (excluding server operating system software (e.g., Windows Server) which shall be maintained under a separate task) is operational 24 x 7. The vendor shall provide expertise and ensure the proper setup, configuration, and administration of OARM-RTP's application environments and recommend configurations that efficiently balance utilization of Agency hardware and software resources. The core hours for delivery of services shall be 7:00 a.m. to 5:00 p.m.; however, it is expected that weekend or after-hours operations may be required to ensure a robust application infrastructure. After-hours work on the server must be pre-approved by the Government, unless work is required for an emergency situation. In an emergency event, the Government shall be notified as soon as possible. All non-emergency server work shall be performed during the Government's defined 'maintenance window'. End user notices for exact services that will be unavailable and the end user impact during the outage shall be generated for delivery to the Government prior to the outage.

Web Support

OARM-RTP websites shall be a comprehensive and easy-to-navigate repository of the most current official information about EPA-RTP. OARM-RTP shall be responsible for content management of the sites.

Vendor shall provide the support necessary to maintain the content and graphics on OARM-RTP's websites on the Intranet and Internet. Specifically, the work to be performed includes, but is not limited to the following:

Content Maintenance

- Work with the federal Website Manager to implement changes regarding additions to and augmentation of website content and tools
- Maintain site currency via generation and review of content date stamp reports
- Present the content in effective and aesthetically pleasing ways
- Work with the Website Manager to ensure the content will be up-to-date and accurate and that all links on the website are functional and appropriate
- Evaluate and, if appropriate, select/develop content management software; prepare justifications/purchase request specifications necessary to acquire and license the selected and approved software; and implement the transition to such software
- Create/maintain web pages using DRUPAL in support of the Agency's mandated content management software

Website Management

- Ensure that all content and graphics on the website are compliant with Section 508 of the Rehabilitation Act
- Work with federal Website Manager, graphic artists, and technical personnel as necessary
- Develop and implement a plan for regular, ongoing usability testing to produce a website that will be easy and satisfying to use
- Keep abreast of web technical developments through research, attendance at conferences and seminars, W3C standards, and other avenues to ensure that the best, most current technologies and practices are implemented, as appropriate, on the OARM-RTP websites
- Ensure the websites are operational 24 x 7

Promotion of the EPA-RTP Intranet/Internet Websites

- Analyze server logs and other information to determine patterns of use and other trends on the EPA-RTP websites, make recommendations to IRMD for changes to the sites in response to these patterns and trends, and implement those proposed changes that are approved
- Compile and chart statistics regarding usage on a quarterly basis
- Participate in monthly progress meetings with OARM-RTP/IRMD

Customer Surveys:

- Provide customer surveys and store the results in a call tracking database

2.2. Computer System Support.

Local Computer Systems Support encompasses the hardware, software, and functionality of individual people and groups of people who use computing devices to perform their duties. The hardware ranges from desktop computers to wireless tablets. Software ranges from the Microsoft Office suite to the Adobe Creative suite of products to the installation of facility control software applications. Functionality ranges from using voice recognition software in accessing a computer to video conferencing with Skype for Business. Only EPA-purchased and/or owned hardware and software will be supported under this task.

Provide all labor and supervision to deploy, install, configure, debug, and maintain end user computing systems throughout their life cycle. OARM-RTP provides computing support services to Federal and Contractor personnel in RTP in the following organizations:

OARM – RTP

- a. First Environments Early Learning Center
- b. Information Resources Management Division of OARM
 - i. Facility Controls Systems
 - ii. Kiosk Communications (not NCC kiosks)
 - iii. EPA-RTP Library
 - iv. COOP
 - v. Training Room
 - vi. Mobile Training Carts
- c. Facilities Management Support Division of OARM
 - i. Health Unit
 - ii. Fitness Center
 - iii. Lakeside Cafe
 - iv. Facilities Operations
 - v. Warehouse
 - vi. Mail Room
 - vii. Loading Dock

The systems to be supported number approximately 175 PCs and their associated peripherals. Core support for end user computing shall be centrally operated from the RTP Information Technology Center (ITC) during the core business hours of 8:00 am and 4:30 pm, Monday through Friday. A single number for customer calls, 541-1532, shall be staffed under this task. Some weekend or after-hours operations may be required. After-hours work shall be pre-approved, unless work is required in an emergency.

The vendor shall manage the 541-1532 customer service line as well as manage Enterprise Service Desk Remedy requests. All problems shall be tracked in the Agency provided call tracking system. All contract personnel are

to be located on-site on the RTP Campus during core hours unless written technical direction is given by the Government.

Computing Hardware and Software support requirements:

- a. The PACS Consoles in the Security Console Room (2 PC) and the Badging Room (1 PC) are immediately assigned Priority 1 if a problem is reported to 541-1532. Tickets for other IT problems are assigned a Priority in the problem ticket system based on the outage type.
- b. Install, repair, replace, and maintain computing hardware and software. The vendor shall install the Agency's mandated encryption technology on all devices covered by the contract.
- c. Kiosk maintenance, management, and presentation updates including power-up/power-down processes are included.
- d. Support EPA networked and non-EPA networked machines (non-networked are supported for operating system security patches and virus pattern files only).
- e. Ensure up-to-date virus pattern files on all covered computers.
- f. Ensure up-to-date Operating System and Application patches on all covered computers.
- g. All support efforts shall be logged into a call tracking system. Surveys shall be generated and sent to the customer via email when a support ticket is closed.

2.3. Consolidated Email, Lotus Notes, and Domino Support.

Provide Office365 Tier-2 Email system support. Coordinate and assist users with the creation of user accounts, shared mailboxes, scheduling resources, troubleshooting user account issues, troubleshooting email delivery issues, groups management, shared mailbox management, providing application development services and assistance in the SharePoint environment, and assist help desk technicians as requested with next level MSO365 and Lotus Notes administration and support.

Provide account and support services in the Office365 environment for all subscribing RTP customers. Assist with account creation and troubleshooting account access problems. Assist in the creation and troubleshooting of shared mailboxes. Assist in the migration of shared mailboxes from the Lotus Notes environment to the Office365 environment. Provide administration for Office365 groups.

Provide Lotus Notes email account management services to the entire RTP Notes community, subscribing or otherwise. This support shall include, but not be limited to such items as the following: create and delete RTP Notes accounts, relocate accounts, ensure password security for new accounts, modify Person documents, create and reinstate HTTP passwords, and re-certify accounts prior to end user receipt of certificate expiration notices. Lotus Notes support is primarily limited to accessing archived email and databases. The Agency's goal is to be out of Lotus Notes by 12/31/17.

Support Lotus Notes database applications, Lotus Notes server administration services, and second-level Lotus Notes client support services. This support shall be provided to organizations subscribing to OARM-RTP Lotus Notes services, and shall be provided in conjunction with the EzTech Desktop and OARM-RTP Local Computer and Training Support staff as they deliver first-level support for Lotus Notes. With the upcoming termination of Lotus Notes support in the Agency, minimal enhancements shall be made to any Lotus Notes application.

Provide Lotus Notes application migration and support services. Support existing Notes applications and migrate existing Notes applications to new platforms in response to customer requests. Provide a basic level of development and support for applications in alternate database platforms. This includes SharePoint, Drupal, and Oracle APEX. Provide support to convert Notes applications to these new platforms.

Ensure that all supported production Notes server equipment is operational 24 hours x 7 days (except for planned or emergency maintenance) to ensure the ability to perform the prescribed support services. Core hours for delivery of services are 8:00 am to 4:00 pm and some weekend or after-hours operations may be required. The OARM-RTP standard server maintenance window is Thursday nights, from 7:00 pm to 12:00 am. Server maintenance occurring outside that window must be scheduled at least 3 business days prior and approved by EPA. This policy excludes emergency maintenance.

All problems shall be tracked in the Agency provided call tracking system. All contract personnel are to be located on-site on the RTP Campus during core hours unless written technical direction is given by the Government.

- a. Account Management: Provide Lotus Notes account management services to the RTP Notes community. This support shall include, but not be limited to such items as the following: create and delete RTP Notes accounts, relocate accounts, ensure password security for new accounts, modify Person documents, create and reinstate HTTP passwords, and re-certify accounts prior to end user receipt of certificate expiration notices. These functions result in approximately 5 to 10 tickets per week.
- b. Application Development and Support: Support existing Notes applications for subscribing customers and develop documentation for their migration to new platforms as needed. Migrate Notes applications to SharePoint, Drupal, PHP, or Oracle Apex as requested by subscribing customers. New applications shall be documented and developed using the Agile development approach unless written permission is given by the Government Project Officer.
- c. Client Support: Provide second-level email support services and provide it in conjunction with the Eztech Desktop, OARM-RTP Desktop and Training Support staff as they deliver first-level support for Lotus Notes. This support shall include:
 - i. Lotus Notes support for subscribing organizations of OARM-RTP Lotus Notes services, including data transfer of Notes databases onto removable media (e.g., DVDs and flash drives).
 - ii. Coordinate and assist users with the creation of user accounts, shared mailboxes, scheduling resources, troubleshooting user account issues, troubleshooting email delivery issues, group management, and shared mailbox management.
 - iii. Provide account and support services in the Office365 environment for all O365 RTP customers. Assist with account creation and troubleshooting account access problems. Assist in the creation and troubleshooting of shared mailboxes. Assist in the migration of shared mailboxes from the Lotus Notes environment to the Office365 environment. Provide administration for Office365 groups.
- d. Database Application Support: Support existing Lotus Notes database applications. This support shall include, but not be limited to, such items as the following:
 - i. Modify and maintain existing Notes applications.
 - ii. Troubleshoot application problems such as message notification, message delivery, and agent problems.
 - iii. Develop views, forms, formulas, agents, and actions for existing applications for subscribing customers.
 - iv. Develop processes and procedures for data integration and export to other database systems or applications.

- v. Provide assistance to desktop support staff as they deliver first-level support for national applications.

2.4. Graphics Design and Multimedia Support.

Graphics Design

Utilizing Windows-based graphics software packages, provide support to OARM-RTP clients by designing, developing, printing, and mounting graphic products. Graphic support can also include such things as the preparation of high-resolution image files, image scanning, graphic file conversions, and answering OARM-RTP customer questions about available graphics-based tools and services. Graphics service requests shall be tracked electronically in the Agency provided graphics tracking system.

Digital Signage Multimedia Support

Technical and creative support shall be provided for Windows-based graphics and multimedia electronic communications delivered via digital signage kiosks in multiple locations. Digital Signage multimedia support includes design and development of animated graphics in an Adobe Flash or Windows Media compatible format, layout design and development of electronic promotional images for location-specific events, and layout design and development of general information content. The vendor shall coordinate with OARM communications contacts to develop and deploy digital signage content schedules. The vendor shall be responsible for managing, scheduling, and deploying content through a combination of web-based and Windows desktop-based software tools (e.g., MagicInfo, Scala Content Manager).

All design, content publishing, and troubleshooting requests shall be tracked in the Agency provided call tracking system. All contract personnel are to be located on-site on the RTP Campus during core hours unless written technical direction is given by the Government. Vendor shall provide support to promote EPA events and programs through digital media to be displayed on digital signage hardware installed in RTP and HQ locations. This support includes design, development, and deployment of promotional materials based on information provided by OARM communications contacts. The media developed shall consist of any combination of static images, animated graphics, and video (any video required for display shall be provided in a finished, ready for display format by the program office requesting its display). Animated or dynamic content shall be provided in an Adobe Flash, Scala Designer, or Windows Media compatible format.

Vendor shall be responsible for managing and scheduling digital media content to be deployed to digital signage hardware. In coordination with EPA communications contacts, vendor shall create collections of content to be displayed and, subsequently, create schedules for the content collections to be displayed. Content shall be removed from display within 48 hours of the event end date. To ensure continuous and relevant display of content, schedules for known, upcoming events (i.e. Special Emphasis Programs, annual or other recurring events, etc.) should be planned at least one quarter in advance.

Core support for graphics support services shall be from 8:00 am to 4:30 pm, Monday through Friday. All contract personnel are to be located on-site on the RTP Campus during core hours unless written technical direction is given by the Government.

2.5. Online Library System (OLS) Support.

The OLS allows EPA librarians to better manage their collections through the use of circulation, serials, dispersal and cataloging modules. OLS also offers a public catalog that lists materials held in EPA Library collections. EPA personnel and the general public can search for items through basic and advanced search screens using such criteria as author name, subject heading, and title. For documents and reports that have electronic copies, users

can link from the OLS bibliographic record to the electronic copy through an included link. The core business hours for OLS are 9:00 am and 5:30 pm, Monday through Friday.

The OLS database administrator (OLS DBA) is responsible for all aspects of supporting, maintaining, developing, upgrading and troubleshooting of the Online Library System. The OLS DBA is also responsible for providing input for security and contingency plans following NIST and EPA guidance, as well as maintaining the OLS presence in EPA's security tracking systems, i.e. XACTA. In addition, The OLS database administrator works closely the TOCOR, system owners, system POCs, the OLS Work Group and librarians in the EPA Library Network to respond to requests for assistance, to provide OLS and management reports, ad-hoc requests for data, as well as training on each aspect of the OLS. The OLS DBA also reports on any changes to OLS on monthly Library Network teleconferences.

All problems shall be tracked in an automated call tracking system. All contract personnel are to be located on-site on the RTP Campus during core hours unless written technical direction is given by the Government.

The Contractor shall design and develop new applications and redesign and maintain existing applications in support of the EPA Library network. This includes database design, web development, testing, documentation, implementation, training, day-to-day operations, data entry, security, and user support. Support is dependent on the use of Oracle as the back end information storage system and on a combination of HTML, JavaScript and ColdFusion to web-enable the OLS data.

All Web applications shall be compliant with Section 508 as required by regulation. Perform batch updates to the OLS National Catalog database which consist of data that is procured from both OCLC (Online Computer Library Center and NTIS (National Technical Information Service). Standardized reports shall be disseminated to each EPA library which will provide data and statistics concerning each update.

The Contractor shall use the Oracle Access Manager (OAM) to maintain a list of registered OLS users. Through the OAM these users are granted the ability to add, edit and delete OLS information. The Contractor shall evaluate new database/collection candidates identified by the TMON for inclusion into the OLS as needed.

The Contractor shall perform backups of the OLS data in addition to the scheduled nightly UNIX system backups. These backups include the circulation and serials systems on a monthly basis. Perform a standardized yearly security assessment of OLS according to directives put out by NIST (National Institute of Standards and Technology).

The Contractor shall provide specialized OLS reports to any of the supported EPA libraries upon request such as shelf list, unique holdings list, author list, title list, subject list, individual journals list, overdue notices, patron lists, etc. The report formats are typically in Excel, however, the requesting library may define the output format based on local needs. Also batch data editing and deletion may be performed upon request

The Contractor shall review OLS User's Guide, OLS Production Control Manual, OLS Contingency Plan and OLS Database Schema Manual and revise as necessary.

The Contractor shall enter data into XACTA, a tool which supports the National Institute of Standards and Technology's (NIST) and the Office of Management and Budget's requirements for reporting under the Federal Information Security Management Act (FISMA), with to-do lists and reports to guarantee compliant system security.

The Contractor shall ensure, along with appropriate Federal Staff, that OLS complies with all aspects of the OLS Security Plan. Make recommendations for product enhancements for areas of improvement. All support efforts

provided directly to a customer shall be logged into a call tracking system. Surveys shall be generated and sent to the customer via email when a support ticket is closed

2.6. Training Support.

One-on-one assistance for desktop application usage shall be provided. It consists of, but is not necessarily limited to, software such as PowerPoint, Word, Excel, Access, PhotoShop, Adobe Acrobat, Sharepoint, OneDrive, Skype for Business, along with various advanced training in the use of formulas, calculations, and the augmentation of custom features such as adding audio and video to software presentations. There will also be the offering of formal training classes in the NCC classroom owned by IRMD. Formal training offerings shall be approved by the task area manager prior to schedule publishing.

The training function shall manage and maintain the IT equipment in the IRMD training room as well as the 22 mobile laptop carts, ensuring they are fully patched and up to date with all applicable security patches. This function shall also manage schedules, set up, and break down the Mobile Training Carts based on customer requests. In addition, the training function shall act as a backup to the desktop support function.

National webinars shall be developed and conducted for Sharepoint, Office365, Skype for Business, Onedrive and other applications as directed. Training support shall be provided out of the EPA-HQ offices in Washington, DC. There will also be an offering of formal training classes in the classroom owned by OEI. Formal training offerings shall be approved by the task area manager prior to schedule publishing. In addition, the training function shall provide on-site, tier 1 assistance (e.g., rebooting hardware, working with Tier 2 over the phone) for the digital signage display(s) in the EPA-HQ as needed. No technical knowledge of the Digital Signage software is necessary.

All students shall be provided with Training Evaluation online forms. All problems and one-on-one assistance requests shall be tracked in the Agency provided call tracking system.

2.0 DELIVERABLES

The following schedule of milestones will be used by the appointed COR to monitor timely progress under this Task Order.

Deliverable	Frequency	# of Copies	Format	Submit to
Contract Status Meeting	Weekly	n/a	Verbal	Project Officer
Contract Status Meeting Minutes	One day after the meeting	1	SharePoint	Project Officer
Customer Satisfaction Report: split out by each task area	Monthly	1	SharePoint	Project Officer
RTP Internet and Intranet: statistics on usage, views and visits	Monthly	1	SharePoint	Project Officer
IRMD Applications: usage statistics on usage, views and visits	Monthly	1	SharePoint	Project Officer
Agile Documentation: Scrum document delivered for each IRMD application development with sprints	Before Scrum kickoff	1	SharePoint	Project Officer
End User Notices: for outages occurring outside the maintenance window, an end user notice will detail the exact services that will be unavailable with specific end user impact during the service outage period.	48 hours prior to the Scheduled Outage	1	Email	Project Officer, Applications Task Manager, IRMD Division Director
Outage Incident Reports: an unscheduled application outage occurs when a production application server goes down without the exact services that were unavailable and the end user impact during the service outage period. 48 hours prior notice to the user community. Report will detail the exact services that were unavailable and the end user impact during the service outage period.	Within 30 minutes after an Unscheduled Outage	1	Email	Project Officer, Applications Task Manager, IRMD Division Director
Morning Check Report: Provide status information on each task area including application availability, digital signage status, mailbox(es) status, Notes Log issues, Administration Request issues, Cert Log re-certifications, SAV Log issues, any problems encountered during the Morning Check shall be resolved immediately, and noted in the report.	Daily by 9:00 am	1	Email	Project Officer and each Task Area Manager

Deliverable	Frequency	# of Copies	Format	Submit to
Enterprise Help Desk Report: Provide a list of each open ticket in the Agency Enterprise Help Desk system.	Daily by 9:00 am	1	Email	Project Officer and each Task Area Manager
Digital Signage Content Report: Provide a list of content added, removed and maintained.	Weekly	1	Email	Digital Signage Task Area Manager
Digital Signage Content Schedule: Content and schedule proposed for the upcoming quarter.	First business day of each quarter	1	Email	Digital Signage Task Area Manager
Digital Signage Topics: Research and propose topics and content related to the Agency mission or employee interests that can Agency mission or employee interests that can be presented on the digital displays.	Monthly	1	Email	Digital Signage Task Area Manager
Digital Signage Templates: Design and develop Adobe Flash compatible templates that can be quickly updated to communicate frequently changing, persistent messaging.	2 annually	1	Email	Digital Signage Task Area Manager
XACTA Support Report: Provide a report on data entered into XACTA, a tool which supports the National Institute of Standards and Technology's (NIST) and the Office of Management and Budget's requirements for reporting under the Federal Information Security Management Act (FISMA), with to-do lists and reports to guarantee compliant system security.	Based on timelines set up in XACTA	1	Email	OLS Task Area Manager
Training Room Schedule: Provide a schedule of formal training classes in RTP online	2 months in advance of the current month.			
Training Evaluation Summary Report: Provide a monthly summary of training class evaluation scores.	Monthly	1	SharePoint	Training Task Area Manager
Weekly Status Report: Provide weekly accomplishment reports to each task area manager which discusses work completed, in process, and any issues	Each Wednesday by Noon	1	Email	Each Task Area Manager
Meeting Agendas, Minutes and Action Items	NLT one (1) business day after meeting	1	Email	Each Task Area Manager
Ad-Hoc and Executive Reporting	As required	N/A	Verbal	Project Officer

TASK ORDER CLAUSES

52.232-22 LIMITATION OF FUNDS (APR 1984) (IAW FAR 32.706-2(b))

(a) The parties estimate that performance of this contract will not cost the Government more than (1) the estimated cost specified in the Schedule or, (2) if this is a cost-sharing contract, the Government's share of the estimated cost specified in the Schedule. The Contractor agrees to use its best efforts to perform the work specified in the Schedule and all obligations under this contract within the estimated cost, which, if this is a cost-sharing contract, includes both the Government's and the Contractor's share of the cost.

(b) The Schedule specifies the amount presently available for payment by the Government and allotted to this contract, the items covered, the Government's share of the cost if this is a cost-sharing contract, and the period of performance it is estimated the allotted amount will cover. The parties contemplate that the Government will allot additional funds incrementally to the contract up to the full estimated cost to the Government specified in the Schedule, exclusive of any fee. The Contractor agrees to perform, or have performed, work on the contract up to the point at which the total amount paid and payable by the Government under the contract approximates but does not exceed the total amount actually allotted by the Government to the contract.

(c) The Contractor shall notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur under this contract in the next 60 days, when added to all costs previously incurred, will exceed 75 percent of (1) the total amount so far allotted to the contract by the Government or, (2) if this is a cost-sharing contract, the amount then allotted to the contract by the Government plus the Contractor's corresponding share. The notice shall state the estimated amount of additional funds required to continue performance for the period specified in the Schedule.

(d) Sixty days before the end of the period specified in the Schedule, the Contractor shall notify the Contracting Officer in writing of the estimated amount of additional funds, if any, required to continue timely performance under the contract or for any further period specified in the Schedule or otherwise agreed upon, and when the funds will be required.

(e) If, after notification, additional funds are not allotted by the end of the period specified in the Schedule or another agreed-upon date, upon the Contractor's written request the Contracting Officer will terminate this contract on that date in accordance with the provisions of the Termination clause of this contract. If the Contractor estimates that the funds available will allow it to continue to discharge its obligations beyond that date, it may specify a later date in its request, and the Contracting Officer may terminate this contract on that later date.

(f) Except as required by other provisions of this contract, specifically citing and stated to be an exception to this clause—

(1) The Government is not obligated to reimburse the Contractor for costs incurred in excess of the total amount allotted by the Government to this contract; and

(2) The Contractor is not obligated to continue performance under this contract (including actions under the Termination clause of this contract) or otherwise incur costs in excess of—

(i) The amount then allotted to the contract by the Government or;

(ii) If this is a cost-sharing contract, the amount then allotted by the Government to the contract plus the Contractor's corresponding share, until the Contracting Officer notifies the Contractor in writing that the amount allotted by the Government has been increased and specifies an increased amount, which shall then constitute the total amount allotted by the Government to this contract.

(g) The estimated cost shall be increased to the extent that (1) the amount allotted by the Government or, (2) if this is a cost-sharing contract, the amount then allotted by the Government to the contract plus the Contractor's corresponding share, exceeds the estimated cost specified in the Schedule. If this is a cost-sharing contract, the increase shall be allocated in accordance with the formula specified in the Schedule.

(h) No notice, communication, or representation in any form other than that specified in paragraph (f)(2) of this clause, or from any person other than the Contracting Officer, shall affect the amount allotted by the Government to this contract. In the absence of the specified notice, the Government is not obligated to reimburse the Contractor for any costs in excess of the total amount allotted by the Government to this contract, whether incurred during the course of the contract or as a result of termination.

(i) When and to the extent that the amount allotted by the Government to the contract is increased, any costs the Contractor incurs before the increase that are in excess of—

(1) The amount previously allotted by the Government or;

(2) If this is a cost-sharing contract, the amount previously allotted by the Government to the contract plus the Contractor's corresponding share, shall be allowable to the same extent as if incurred afterward, unless the Contracting Officer issues a termination or other notice and directs that the increase is solely to cover termination or other specified expenses.

(j) Change orders shall not be considered an authorization to exceed the amount allotted by the Government specified in the Schedule, unless they contain a statement increasing the amount allotted.

(k) Nothing in this clause shall affect the right of the Government to terminate this contract. If this contract is terminated, the Government and the Contractor shall negotiate an equitable distribution of all property produced or purchased under the contract, based upon the share of costs incurred by each.

(l) If the Government does not allot sufficient funds to allow completion of the work, the Contractor is entitled to a percentage of the fee specified in the Schedule equaling the percentage of completion of the work contemplated by this contract.

(End of clause)

1552.203-71 DISPLAY OF EPA OFFICE OF INSPECTOR GENERAL HOTLINE POSTER (JUL 2016)
(IAW EPAAR 1503.1004)

(a) For EPA contracts valued at \$1,000,000 or more including all contract options, the contractor shall prominently display EPA Office of Inspector General Hotline posters in contractor facilities where the work is performed under the contract.

(b) Office of Inspector General hotline posters may be obtained from the EPA Office of Inspector General, ATTN: OIG Hotline (2443), 1200 Pennsylvania Avenue NW., Washington, DC 20460, or by accessing the OIG Web site at:
<http://www.epa.gov/oig/hotline.html>.

(c) The Contractor need not comply with paragraph (a) of this clause if it has established a mechanism, such as a hotline, by which employees may report suspected instances of improper conduct, and has provided instructions that encourage employees to make such reports.

(End of clause)

1552.211-79 COMPLIANCE WITH EPA POLICIES FOR INFORMATION RESOURCES MANAGEMENT
(JUL 2016)
(IAW EPAAR 1511.011-79)

(a) Definition. Information Resources Management (IRM) is defined as any planning, budgeting, organizing, directing, training, promoting, controlling, and managing activities associated with the burden, collection, creation, use and dissemination of information. IRM includes both information itself and the management of information and related resources such as personnel, equipment, funds, and technology. Examples of these services include but are not limited to the following:

(1) The acquisition, creation, or modification of a computer program or automated data base for delivery to EPA or use by EPA or contractors operating EPA programs.

(2) The analysis of requirements for, study of the feasibility of, evaluation of alternatives for, or design and development of a computer program or automated data base for use by EPA or contractors operating EPA programs.

(3) Services that provide EPA personnel access to or use of computer or word processing equipment, software, or related services.

(4) Services that provide EPA personnel access to or use of: Data communications; electronic messaging services or capabilities; electronic bulletin boards, or other forms of electronic information dissemination; electronic record-keeping; or any other automated information services.

(b) General. The Contractor shall perform any IRM-related work under this contract in accordance with the IRM policies, standards, and procedures set forth on the Office of Environmental Information Policy Web site. Upon receipt of a work request (i.e. delivery order, task order, or work assignment), the Contractor shall check this listing of directives. The applicable directives for performance of the work request are those in effect on the date of issuance of the work request. The 2100 Series (2100-2199) of the Agency's Directive System contains the majority of the Agency's IRM policies, standards, and procedures.

(c) Section 508 requirements (accessibility). Contract deliverables are required to be compliant with Section 508 requirements (accessibility for people with disabilities). The Environmental Protection Agency policy for 508 compliance can be found at www.epa.gov/accessibility.

(d) Electronic access. A complete listing, including full text, of documents included in the 2100 Series of the Agency's Directive System is maintained on the EPA Public Access Server on the Internet at <http://www2.epa.gov/irmpoli8/current-information-directives>.

(End of clause)

1552.211-72 MONTHLY PROGRESS REPORT (JUN 1996)
(IAW EPAARFARS 1511.011-72)

(a) The Contractor shall furnish **via email, one (1) copy** of the combined monthly technical and financial progress report stating the progress made, including the percentage of the project completed, and a description of the work accomplished to support the cost. If the work is ordered using work assignments or delivery orders, include the estimated percentage of task completed during the reporting period for each work assignment or delivery order.

(b) Specific discussions shall include difficulties encountered and remedial action taken during the reporting period, and anticipated activity with a schedule of deliverables for the subsequent reporting period.

(c) The Contractor shall provide a list of outstanding actions awaiting Contracting Officer authorization, noted with the corresponding work assignment, such as subcontractor consents, overtime approvals, and work plan approvals.

(d) The report shall specify financial status at the contract level as follows:

(1) For the current reporting period, display the amount claimed.

(2) For the cumulative period and the cumulative contract life display: the amount obligated, amount originally invoiced, amount paid, amount suspended, amount disallowed, and remaining approved amount. The remaining approved amount is defined as the total obligated amount, less the total amount originally invoiced, plus total amount disallowed.

(3) Labor hours.

(i) A list of employees, their labor categories, and the numbers of hours worked for the reporting period.

(ii) For the current reporting period display the expended direct labor hours (by EPA contract labor category), and the total loaded direct labor costs.

(iii) For the cumulative contract period display: The negotiated and expended direct labor hours (by EPA labor category) and the total loaded direct labor costs.

(iv) Display the estimated direct labor hours and costs to be expended during the next reporting period.

(4) Display the current dollar ceilings in the contract, net amount invoiced, and remaining amounts for the following categories: Direct labor hours, total estimated cost, award fee pool (if applicable), subcontracts by individual subcontractor, travel, program management, and Other Direct Costs (ODCs).

(5) Unbilled allowable costs. Display the total costs incurred but unbilled for the current reporting period and cumulative for the contract.

(6) Average total cost per labor hour. For the current contract period, compare the actual cost per hour to date with the average total cost per hour of the approved work plans.

(e) The report shall specify financial status at the work assignment or delivery order level as follows:

(1) For the current period, display the amount claimed.

(2) For the cumulative period display: amount shown on work plan, or latest work assignment/delivery order amendment amount (whichever is later); amount currently claimed; amount paid; amount suspended; amount disallowed; and remaining approved amount. The remaining approved amount is defined as: the work plan amount or latest work assignment or delivery order amount (whichever is later), less total amounts originally invoiced, plus total amount disallowed.

(3) Labor hours.

(i) A list of employees, their labor categories, and the number of hours worked for the reporting period.

(ii) For the current reporting period display the expended direct labor hours (by EPA contract labor category), and the total loaded direct labor hours.

(iii) For the cumulative reporting period and the cumulative contract period display: The negotiated and expended direct labor hours (by EPA labor hour category) and the loaded direct labor rate.

(iv) Display the estimated direct labor hours and costs to be expended during the next reporting period.

(v) Display the estimates of remaining direct labor hours and costs required to complete the work assignment or delivery order.

(4) Unbilled allowable costs. Display the total costs incurred but unbilled for the current reporting period and cumulative for the work assignment.

(5) Average total cost labor hour. For the current contract period, compare the actual total cost per hour to date with the average total cost per hour of the approved work plans.

(6) A list of deliverables for each work assignment or delivery order during the reporting period.

(f) This submission does not change the notification requirements of the "Limitation of Cost" or "Limitation of Funds" clauses requiring separate written notice to the Contracting Officer.

(g) The reports shall be submitted to the following addresses on or before the 5th of each month following the first complete reporting period of the contract. See EPAAR 1552.232-70, Submission of Invoices, paragraph (e), for details on the timing of submittals. Distribute reports as follows:

No. of copies	Addressee	Email Address
1	Myra Ezell - Contracting Officer's Representative.	Ezell.myra@epa.gov
1	Shelley Marley - Contract Specialist	Marley.shelley@epa.gov

(End of clause)

1552.227-76 PROJECT EMPLOYEE CONFIDENTIALITY AGREEMENT (MAY 1994)
(IAW EPAAR 1527.409)

(a) The Contractor recognizes that Contractor employees in performing this contract may have access to data, either provided by the Government or first generated during contract performance, of a sensitive nature which should not be released to the public without Environmental Protection Agency (EPA) approval. Therefore, the Contractor agrees to obtain confidentiality agreements from all of its employees working on requirements under this contract.

(b) Such agreements shall contain provisions which stipulate that each employee agrees that the employee will not disclose, either in whole or in part, to any entity external to EPA, the Department of Justice, or the Contractor, any information or data (as defined in FAR Section 27.401) provided by the Government or first generated by the Contractor under this contract, any site-specific cost information, or any enforcement strategy without first obtaining the written permission of the EPA Contracting Officer. If a contractor, through an employee or otherwise, is subpoenaed to testify or produce documents, which could result in such disclosure, the Contractor must provide immediate advance notification to the EPA so that the EPA can authorize such disclosure or have the opportunity to take action to prevent such disclosure. Such agreements shall be effective for the life of the contract and for a period of five (5) years after completion of the contract.

(c) The EPA may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to prevent the unauthorized disclosure of information to outside entities. If such a disclosure occurs without the written permission of the EPA Contracting Officer, the Government may terminate the contract, for default or convenience, or pursue other remedies as may be permitted by law or this contract.

Alternate I. Contracts for other than Superfund work shall include Alternate I in this clause in lieu of paragraph (d).

(d) The Contractor agrees to insert in each subcontract or consultant agreement placed hereunder provisions which shall conform substantially to the language of this clause, including this paragraph (d), unless otherwise authorized by the Contracting Officer.

(End of clause)

1552.232-70 SUBMISSION OF INVOICES (JUN 1996)
(IAW EPAAR 1532.908)

In order to be considered properly submitted, an invoice or request for contract financing payment must meet the following contract requirements in addition to the requirements of FAR 32.905:

(a) Unless otherwise specified in the contract, an invoice or request for contract financing payment shall be submitted as an original and five copies. The Contractor shall submit the invoice or request for contract financing payment to the following offices/individuals designated in the contract: the original and two copies to the Accounting Operations Office shown in **Block 21b** on the cover of the contract; two copies to the Contracting Officer's Representative (the Contracting Officer's Representative may direct one of these copies to a separate address); and one copy to the Contracting Officer.

(b) The Contractor shall prepare its invoice or request for contract financing payment on the prescribed Government forms. Standard Forms Number 1034, Public Voucher for Purchases and Services other than Personal, shall be used by contractors to show the amount claimed for reimbursement. Standard Form 1035, Public Voucher for Purchases and Services other than Personal—Continuation Sheet, shall be used to furnish the necessary supporting detail or additional information required by the Contracting Officer. The Contractor may submit self-designed forms which contain the required information.

(c)(1) The Contractor shall prepare a contract level invoice or request for contract financing payment in accordance with the invoice preparation instructions identified as a separate attachment in Section J of the contract. If contract work is authorized by individual work assignments, the invoice or request for contract financing payment shall also include a summary of the current and cumulative amounts claimed by cost element for each work assignment and for the contract total, as well as any supporting data for each work assignment as identified in the instructions.

(2) The invoice or request for contract financing payment shall include current and cumulative charges by major cost element such as direct labor, overhead, travel, equipment, and other direct costs. For current costs, each major cost element shall include the appropriate supporting schedule identified in the invoice preparation instructions. Cumulative charges represent the net sum of current charges by cost element for the contract period.

(3) The charges for subcontracts shall be further detailed in a supporting schedule showing the major cost elements for each subcontract. The degree of detail for any subcontract exceeding \$5,000 is to be the same as that set forth under (c)(2).

(4) The charges for consultants shall be further detailed in the supporting schedule showing the major cost elements of each consultant. For current costs, each major cost element of the consulting agreement shall also include the supporting schedule identified in the invoice preparation instructions.

(d) Invoices or requests for contract financing payment must clearly indicate the period of performance for which payment is requested. Separate invoices or requests for contract financing payment are required for charges applicable to the basic contract and each option period.

(e)(1) Notwithstanding the provisions of the clause of this contract at FAR 52.216-7, Allowable Cost and Payment, invoices or requests for contract financing payment shall be submitted once per month unless there has been a demonstrated need and Contracting Officer approval for more frequent billings. When submitted on a monthly basis, the period covered by invoices or requests for contractor financing payments shall be the same as the period for monthly progress reports required under this contract.

(2) If the Contracting Officer allows submissions more frequently than monthly, one submittal each month shall have the same ending period of performance as the monthly progress report.

(3) Where cumulative amounts on the monthly progress report differ from the aggregate amounts claimed in the invoice(s) or request(s) for contract financing payments covering the same period, the contractor shall provide a reconciliation of the difference as part of the payment request.

(End of clause)

1552.237-71 TECHNICAL DIRECTION (AUG 2009)
(IAW EPAAR 1537.110)

(a) *Definitions.*

Contracting officer technical representative (COTR), means an individual appointed by the contracting officer in accordance with Agency procedures to perform specific technical and administrative functions.

Task order, as used in this clause, means work assignment, delivery order, or any other document issued by the contracting officer to order work under a service contract.

(b) The Contracting Officer's Representative(s) may provide technical direction on contract or work request performance. Technical direction includes:

(1) Instruction to the contractor that approves approaches, solutions, designs, or refinements; fills in details; completes the general descriptions of work shifts emphasis among work areas or tasks; and

(2) Evaluation and acceptance of reports or other deliverables.

(c) Technical direction must be within the scope of work of the contract and any task order there under. The Contracting Officer's Representative(s) does not have the authority to issue technical direction which:

- (1) Requires additional work outside the scope of the contract or task order;
 - (2) Constitutes a change as defined in the "Changes" clause;
 - (3) Causes an increase or decrease in the estimated cost of the contract or task order;
 - (4) Alters the period of performance of the contract or task order; or
 - (5) Changes any of the other terms or conditions of the contract or task order.
- (d) Technical direction will be issued in writing or confirmed in writing within five (5) days after oral issuance. The contracting officer will be copied on any technical direction issued by the Contracting Officer's Representative.

(e) If, in the contractor's opinion, any instruction or direction by the Contracting Officer's Representative(s) falls within any of the categories defined in paragraph (c) of the clause, the contractor shall not proceed but shall notify the contracting officer in writing within 3 days after receiving it and shall request that the contracting officer take appropriate action as described in this paragraph. Upon receiving this notification, the contracting officer shall:

- (1) Advise the contractor in writing as soon as practicable, but no later than 30 days after receipt of the contractor's notification, that the technical direction is within the scope of the contract effort and does not constitute a change under the "Changes" clause of the contract;
 - (2) Advise the contractor within a reasonable time that the government will issue a written modification to the contract; or
 - (3) Advise the contractor that the technical direction is outside the scope of the contract and is thereby rescinded.
- (f) A failure of the contractor and contracting officer to agree as to whether the technical direction is within the scope of the contract, or a failure to agree upon the contract action to be taken with respect thereto, shall be subject to the provisions of the clause entitled "Disputes" in this contract.
- (g) Any action(s) taken by the contractor, in response to any direction given by any person acting on behalf of the government or any government official other than the contracting officer or the Contracting Officer's Representative, shall be at the contractor's risk.

(End of clause)

1552.237-72 KEY PERSONNEL (APR 1984)
(IAW EPAAR 1537.110(c))

- (a) The Contractor shall assign to this contract the following key personnel:

Contract Task Order Manager

(b) During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

(End of clause)

1552.237-76 GOVERNMENT-CONTRACTOR RELATIONS (JUN 1999)
(IAW EPAAR 1537.110 (f))

(a) The Government and the Contractor understand and agree that the services to be delivered under this contract by the contractor to the Government are non-personal services and the parties recognize and agree that no employer-employee relationship exists or will exist under the contract between the Government and the Contractor's personnel. It is, therefore, in the best interest of the Government to afford both parties a full understanding of their respective obligations.

(b) Contractor personnel under this contract shall not:

(1) Be placed in a position where they are under the supervision, direction, or evaluation of a Government employee.

(2) Be placed in a position of command, supervision, administration or control over Government personnel, or over personnel of other Contractors under other EPA contracts, or become a part of the Government organization.

(3) Be used in administration or supervision of Government procurement activities.

(c) Employee relationship. (1) The services to be performed under this contract do not require the Contractor or his/her personnel to exercise personal judgment and discretion on behalf of the Government. Rather the Contractor's personnel will act and exercise personal judgment and discretion on behalf of the Contractor.

(2) Rules, regulations, directives, and requirements that are issued by the U.S. Environmental Protection Agency under its responsibility for good order, administration, and security are applicable to all personnel who enter the Government installation or who travel on Government transportation. This is not to be construed or interpreted to establish any degree of Government control that is inconsistent with a non-personal services contract.

(d) Inapplicability of employee benefits. This contract does not create an employer-employee relationship. Accordingly, entitlements and benefits applicable to such relationships do not apply.

(1) Payments by the Government under this contract are not subject to Federal income tax withholdings.

(2) Payments by the Government under this contract are not subject to the Federal Insurance Contributions Act.

(3) The Contractor is not entitled to unemployment compensation benefits under the Social Security Act, as amended, by virtue of performance of this contract.

(4) The Contractor is not entitled to workman's compensation benefits by virtue of this contract.

(5) The entire consideration and benefits to the Contractor for performance of this contract is contained in the provisions for payment under this contract.

(e) Notice. It is the Contractor's, as well as, the Government's responsibility to monitor contract activities and notify the Contracting Officer if the Contractor believes that the intent of this clause has been or may be violated.

(1) The Contractor should notify the Contracting Officer in writing promptly, within 5 calendar days from the date of any incident that the Contractor considers to constitute a violation of this clause. The notice should include the date, nature and circumstance of the conduct, the name, function and activity of each Government employee or Contractor official or employee involved or knowledgeable about such conduct, identify any documents or substance of any oral communication involved in the conduct, and the estimate in time by which the Government must respond to this notice to minimize cost, delay or disruption of performance.

(2) The Contracting Officer will promptly, within 10 calendar days after receipt of notice, respond to the notice in writing. In responding, the Contracting Officer will either:

- (i) Confirm that the conduct is in violation and when necessary direct the mode of further performance,
- (ii) Countermand any communication regarded as a violation,
- (iii) Deny that the conduct constitutes a violation and when necessary direct the mode of further performance; or
- (iv) In the event the notice is inadequate to make a decision, advise the Contractor what additional information is required, and establish the date by which it should be furnished by the Contractor and the date thereafter by which the Government will respond.

(End of clause)

EPA-B-32-102 FUNDING

At the time of contract award, **\$364,000.00** is available for obligation. As more funds become available, modifications will be issued to increase the funding amount until the total price of the contract is obligated.

(End of Clause)

EPA-B-32-103 LIMITATION OF GOVERNMENT'S OBLIGATION

(a) Severable services may be incrementally funded. Non-severable services shall not be incrementally funded. Contract line items are severable and may be incrementally funded. For these items, the sum of the total price is presently available for payment and allotted to this contract.

CLIN#	Description
0001	RTP IT Support Services for the Base Period of this Task Order, the Contractor shall perform all work and provide all required reports specified in the attached Performance Work Statement (PWS). \$364,000.00 cover the contractor's performance through October 31, 2017 .

(b) For items identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those items for the Government's convenience, approximates the total amount currently allotted for those items to the contract. The Contractor shall not continue work on those items beyond that point. Subject to the clause entitled "Termination for Convenience of the Government," the Government will not be obligated, under any circumstances, to reimburse the Contractor in excess of the amount payable by the Government in the event of the termination of applicable contract line items for convenience including costs, profit, and estimated termination costs for those line items.

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (h) of this clause, the Contractor will notify the Contracting Officer, in writing, at least **10** days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate **75%** of the total amount currently allotted to the contract for performance of the applicable items. The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of the applicable line items up to the next scheduled date for the allotment of funds identified in paragraph (a) of this clause, or to a substitute date as determined by the Government pursuant to paragraph (d) of this clause. If, after such notification, additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause entitled "Termination for Convenience of the Government."

(d) The parties contemplate that, subject to the availability of appropriations, the Government may allot additional funds for continued performance of the contract line items identified in paragraph (a) of this clause and will determine the estimated period of contract performance which will be covered by the funds. If additional funds are allotted, the Contracting Officer will notify the Contractor in writing. The Contractor shall not resume performance of the contract line items identified in paragraph (a) until the written notice is received. The provisions of paragraphs (b) through (d) of this clause will apply in

like manner to the additional allotted funds and to the new estimated period of contract performance. The contract will be modified accordingly.

(e) The Government may, at any time prior to termination, allot additional funds for the performance of the contract line items identified in paragraph (a) of this clause.

(f) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default". The provisions of this clause are limited to the work and allotment of funds for the contract line items set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded.

(g) Nothing in this clause affects the right of the Government to otherwise terminate this contract pursuant to the contract clause entitled "Termination for Convenience of the Government".

(h) The parties contemplate that the Government may obligate funds to this contract in accordance with the following schedule:

RECAPITULATION:

Task Order			
Base Period	Prior Amount	Mod Amount	New Amount
Estimated Cost	\$ -	\$ 688,325.21	\$ 688,325.21
Allotted for Cost	\$ -	\$ 364,000.00	\$ 364,000.00

(End of Clause)

EPA-H-03-101 PROHIBITION ON CONTRACTING WITH ENTITIES THAT REQUIRE CERTAIN INTERNAL CONFIDENTIALITY AGREEMENTS

(a) The Contractor shall not require employees or subcontractors seeking to report fraud, waste, or abuse to sign or comply with internal confidentiality agreements or statements prohibiting or otherwise restricting such employees or subcontractors from lawfully reporting such waste, fraud, or abuse to a designated investigative or law enforcement representative of a Federal department or agency authorized to receive such information.

(b) The Contractor shall notify employees that the prohibitions and restrictions of any internal confidentiality agreements covered by this clause are no longer in effect.

(c) The prohibition in paragraph (a) of this clause does not contravene requirements applicable to Standard Form 312, Form 4414, or any other form issued by a Federal department or agency governing the nondisclosure of classified information.

(d)(1) In accordance with section 743 of Division E, Title VII, of the Consolidated and Further Continuing Resolution Appropriations Act, 2015 (Pub. L. 113-235), use of funds appropriated (or otherwise made available) under that or any other Act may be prohibited, if the Government determines that the Contractor is not in compliance with the provisions of this clause.

(2) The Government may seek any available remedies in the event the Contractor fails to comply with the provisions of this clause.

(End of clause)

EPA-H-07-102 IDENTIFICATION OF ON-SITE CONTRACTOR EMPLOYEES

All Contractor, subcontractor, and consultant personnel shall wear prominently displayed identification badges at all times when performing work on EPA property or attending meetings in the performance of this contract. The badge shall contain the individual's name, the company name and logo. When participating in such meetings (e.g., as a speaker, panel member), those individuals in Contractor employ must supplement physical identification (e.g., badges, place markers) with verbal

announcements so that it is clear to the assembled group that they are employees of the Contractor, not Agency staff members. In addition, when working on EPA property, all contractor, subcontractor, and consultant personnel shall have signs visible on their desks or at their work sites that clearly state that they are not EPA employees.

(End of Clause)

EPA-H-31-105 APPROVAL OF TRAINING

(a) The contractor shall provide and maintain a qualified staff of personnel to meet the requirements of the Statement of Work. The contractor shall provide training to keep its personnel abreast of changes to the science and/or technology associated with the requirements of the contract. In addition, the contractor shall ensure that its personnel receive appropriate safety, health and environmental training in accordance with Federal, state and local requirements prior to assigning any task that require such training. The contractor shall provide documentation of such training upon the request of the Contract-Level COR and/or Contracting Officer.

The Government will not directly reimburse the cost for contractor employees to meet or maintain minimal contract requirements or to obtain and sustain an appropriate level of professionalism. Any direct charges for training will only be considered for reimbursement under this contract by compliance with the procedures set forth in paragraph (b) below.

(b) There may be occasions when it is determined to be in the best interest of the Government to reimburse the contractor for the direct cost of training associated with a requirement that represents a unique Government need unrecognized at the time of contract award. When such circumstances occur, the contractor shall secure the Contracting Officer's prior written approval by submitting a written request through the Contract-Level COR that includes, at a minimum the following information:

(1) Individual to be trained [FILLIN#1#Identify position and job duties under contract].

(2) Description of circumstances necessitating the training. [FILLIN#2#Describe the specific change to the performance requirements. Identify by number and title of the work assignment(s) that will benefit from training and describe in detail how the training relates to the Statement of Work and job duties under the contract].

(3) Estimated cost [FILLIN#3#Include a cost breakdown. Explain why this is the most cost effective means to fulfill the contract requirements].

(c) The Contracting Officer will provide the contractor with written approval or disapproval of the request. Approval of work plans that include training as another direct cost element shall not be construed to mean the training is approved; i.e., the contractor shall obtain written approval pursuant to the terms of this clause. Training billed as a direct cost shall be disallowed by the Contracting Officer unless approved pursuant to the terms of this clause.

(End of Clause)

EPA-H-31-106 EPA-SPONSORED MEETINGS, WORKSHOPS, AND/OR CONFERENCES

If this contract requires contractor support for an EPA-sponsored meeting, workshop, conference, etc., the following shall apply:

EPA meetings shall be held in Federal facilities whenever available. The EPA Contract-level Contracting Officer's Representative (COR) or Work Assignment COR will determine and advise the contractor as to the availability of Federal facilities.

The allowability of travel costs for contractor personnel and experts, consultants and others hired under subcontracts to provide services to EPA shall be determined under Part 31 of the Federal Acquisition Regulation. The cost of travel, food, lodging, etc., for other conference attendees, including trainees, shall not be an allowable cost under this contract. Travel costs must be approved by the COR.

(End of Clause)

EPA-H-39-101 CONTRACTOR ACCESS TO EPA COMPUTERS

The personnel listed below have been authorized access to EPA computers in the performance of this contract. In the event of changes to this listing through a reassignment, resignation, termination, completion of a task or any other reason making such access unnecessary, the Contractor shall immediately notify the Contracting Officer.

[FILLIN#1# List of personnel with authorization to access EPA computers]

(End of Clause)

EPA-H-42-103 TEMPORARY CLOSURE OF EPA FACILITIES

(a)(1) The Environmental Protection Agency observes the following days as federal holidays. The term “Federal holidays” as used in this clause shall mean only the following enumerated days and any other days hereafter declared National holidays by the President of the United States. Holidays falling on a Sunday will be observed on the following Monday. Holidays falling on a Saturday will be observed on the preceding Friday.

January 1	New Year’s Day
January - Third Monday	Martin Luther King Day
February - Third Monday	Washington’s Birthday
May - Last Monday	Memorial Day
July 4	Independence Day
September - First Monday	Labor Day
October - Second Monday	Columbus Day
November 11	Veterans Day
November - Fourth Thursday	Thanksgiving Day
December 25	Christmas Day

(2) Holiday observances of such days by Government personnel shall not be cause for additional period of performance or entitlement to compensation except as set forth in the contract. If the Contractor's personnel work on a holiday, no form of holiday or other premium compensation will be reimbursed either as a direct or indirect cost, unless authorized pursuant to an overtime clause elsewhere in the contract.

(b)(1) EPA may close an EPA facility for all or a portion of a business day as a result of:

(i) Granting administrative leave to non-essential EPA employees (e.g., unanticipated holiday);

(ii) Inclement weather;

(iii) Failure of Congress to appropriate operational funds;

(iv) Any other day designated by Federal law, Executive Order or Presidential Proclamation; or

(v) Other reason as determined by the EPA (e.g., designated furlough day for federal workers).

(2) In such cases, Contractor personnel not determined by the Contracting Officer to be excepted (e.g., not performing mission-critical round-the-clock services/tasks) who are not already on duty at the facility shall not report to the facility. Such Contractor personnel already present shall be dismissed and shall leave the facility.

(3) The Contractor agrees to continue to provide sufficient personnel to perform round-the-clock requirements of mission-critical services/tasks already in operation or scheduled for performance during the period in which EPA employees are dismissed, and shall be guided by any specific instructions of the Contracting Officer or his/her duly authorized representative. In formulating instructions, the Contracting Officer or authorized representative may consider recommendations from regional/local EPA facilities management/operations staff.

(c) When Contractor personnel services are not required or provided due to closure of an EPA facility as described in paragraph (b), the contract price will be adjusted as follows:

(1) For fixed-price contracts, deductions in the Contractor's price will be computed as appropriate for the particular firm fixed price contract in question, e.g.,

(i) The deduction rate in dollars per day will be equal to the per-month contract price divided by 21 days per month.

(In this example, the 21-days-per-month figure was calculated as follows:

365 calendar days/year – 10 Federal holidays – 104 Saturdays/Sundays = 251 days/12 months
= 20.92 days/month, rounded up to 21 days/month)

(ii) The deduction rate in dollars per day will be multiplied by the number of days' services are not required or provided. If services are provided for portions of days, appropriate adjustment will be made by the Contracting Officer to ensure that the Contractor is compensated for services provided.

(2) For cost-reimbursement, time-and-materials and labor-hour type contracts, EPA shall not reimburse, as direct costs, salaries or wages of Contractor personnel for the period during which such personnel are dismissed from, or do not have access to, the facility.

(d) The Contractor shall place identical requirements, including this paragraph, in all subcontracts that require performance of work on-site unless otherwise instructed by the Contracting Officer.

(End of Clause)

EPA-H-44-102 IDENTIFICATION OF SUBCONTRACTORS

(a) The purpose of this clause is to identify the subcontractors in the Contractor's proposal which resulted in award of this contract.

(b) Notwithstanding FAR clause 52.244-2, Alt. I, of this contract entitled "Subcontracts", it is hereby agreed to and understood that the following "team subcontractors" will perform the work under this contract as outlined in the Contractor's technical proposal incorporated in Section C of this contract:

Subcontractor	Est. Amount of Total Potential Subcontract

(c) Any substitutions in the above listing of subcontractors which will result in a deviation from the Contractor's technical proposal which resulted in award of this contract shall be approved in writing by the Contracting Officer in advance of the substitution. The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, information required by the clause of this contract entitled "Subcontracts" and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the subcontractors being replaced. This clause may be modified upon approval of the requested substitutions by the Contracting Officer.

(d) This clause is not intended to grant consent to the above subcontracts. Subcontract consent will be granted in accordance with EPA procedures and the clause of this contract entitled "Subcontracts."

(End of Clause)

Attachment 1
Performance Standards

Task Area	Required Performance Standard
Overall Performance	95% of customer survey responses are satisfied or greater
Applications	80% of user reported production errors shall be resolved within 4 hours (PWS page 4)
	90% of database administration requests shall be completed within 4 hours, which includes password changes, creating a new user account, adding and editing user privileges, synchronizing database environments (PWS page 5)
	99% of Backup Checks are correct and readable (PWS page 5)
	90% of content update requests shall be completed within 2 weeks (PWS page 6)
	Fewer than 10 errors per month in production applications will be logged.
Computer Systems Support	98% of the time, restore computing hardware and software to full operation upon failure within 8 hours for Priority 1 tickets; 3 days for others. (PWS Page 8)
	98% of the time, install or re-install EPA Operating Systems and Applications on covered computers according to the SCD within 8 hours of customer request for Priority 1 tickets; 3 days for others. (PWS Page 8)
	100% of the time, place the latest Operating System and Application patches on all covered computers within 48 hours of patch publication for Priority 1 tickets; 5 days for others unless directed differently by the OARM ISO in writing. (PWS page 8)
	100% of the time, place the latest up-to-date virus pattern files on all covered computers within 24 hours of pattern file for Priority 1 tickets; 5 days for others unless directed differently by the OARM ISO in writing. (PWS page 8)
	100% of the time, provide the Workload Ticket Summary report broken out by customer organization and area of support by the last day of the month. (PWS page 8)
Graphics Design and Multimedia Support	95% of final graphic requests shall be delivered to customers within 3 days of the customer requested due date given that the customer makes no major, significant content changes during the initial request and final delivery. (PWS page 10)
	100% of requests shall be delivered to customers no greater than 5 business days after the customer requested due date given that the customer makes no major, significant content changes between the initial request and final delivery and given that the customer approves all submitted drafts within 2 business days. (PWS Page 10)
Online Library System (OLS) Support	The National Technical Information Service (NTIS) to OLS National Catalog update shall be performed within 10 days of receiving the data from NTIS 90% of the time. (PWS page 12)
	Annual and monthly OLS XACTA tasks to be completed by annual/monthly cutoff dates 100% on time. (PWS page 12)
	OLS administrator to respond to ad-hoc requests for shelf lists, system changes, or bug fixes within 24 hours 90% of the time. Annual and monthly OLS XACTA tasks to be completed by annual/monthly cutoff dates 100% on time. (PWS page 12)
OASIS Application Suite Support	Average Software Development Churn per Month (How much code is being changed) is 11
	Average defect resolutions by severity per Month: Low=11, Medium= 8, High = 7
	Average number of new features per quarter is 3
	Number of failing test, or broken builds, per Month is 2
	Average emergency changes per Year is 10
	Average percentage of ColdFusion code not executed during a test is 87%
	System Availability not less than 99.5%
	OASIS Help Desk Response is 1 Business Day

Attachment 2
Service Level Agreement Incentive Plan

SERVICE LEVEL AGREEMENT INCENTIVE PLAN					
Task Area	Performance Objective	Required Service (task or deliverable)	Performance Standard	Method of Surveillance	Positive/Negative Incentive
Applications & Web Support	Consistent and timely notification of scheduled and unscheduled application process and server outages	Notification of the end user community of scheduled and unscheduled application server or process outages. An outage occurs when an application server or process goes down without 48 hours prior notice to the user community. End user notices will contain date and time of the outage; date and time the services will be (were) restored; end user impact of the outage (i.e., what services will not (were not) available, what applications could not be used); a list of impacted organizations.	End user notices are sent out 99% of the time with scheduled outage notices sent out 48 business hours prior to the outage and unscheduled outage notices sent out 30 business minutes after the outage.	100% Inspection - IRMD Task Area Managers and Project Officer are copied on all emails and maintain a file record. Data is Project Officer maintains a file record. Data is compiled and reviewed quarterly.	+ / - 1% of monthly invoice cost for each + / - 1% variance from the standard
Computer Systems Support	Consistent and timely response to troubleshoot and resolve desktop computing issues.	Respond and perform troubleshooting activities on customer submitted desktop computer support tickets.	At least 98% of all tickets closed within 30 days.	100% Inspection – Computer Systems Support ticketing system reports. Data is compiled and reviewed quarterly.	+ / - 0.5% of monthly invoice cost for each + / - 1% variance from the standard
Graphics Design and Multimedia Support	Consistent and timely response to customer design requests.	Deliver first draft for a design-oriented request at least three (3) business days prior to the requested completion date for all requests submitted at least five (5) business days prior to requested completion date.	At least 90% of all first drafts for design requests are sent at least three (3) business days prior to the requested completion date for all requests submitted at least five (5) business days prior to requested completion date.	100% Inspection – Graphics Tracking Request System reporting. Data is compiled and reviewed quarterly.	+ / - 0.25% of monthly invoice cost for each + / - 1% variance from the standard.
Applications & Web Support	The development and deployment of quality applications that are fully tested and exhibit minimal errors in production.	Minimal errors seen by users in production IRMD applications.	10 errors per month combined for all applications hosted in production environments supported by IRMD	100% Inspection – Error logs from SharePoint, Drupal, Oracle Apex and Cold Fusion will be tracked. Data is compiled and reviewed monthly.	+ / - .1% of monthly invoice cost for each + / - 1 error from the standard.

Attachment 3

Agency Access Badge Requirements for On-Site Contractor Personnel

To safeguard the EPA workforce and comply with Homeland Security Presidential Directive 12 (HSPD-12), Executive Order (E.O.) 13467, E.O. 13488 and Office of Personnel Management (OPM) regulations, the EPA requires the following:

- **For Unescorted Access for Six Months or Less**

Contractor employees needing unescorted physical access to a controlled EPA facility¹ for six months or less must be determined by the EPA to be fit before being issued a physical access badge (picture ID). A fitness determination is, per E.O. 13488, a decision by an agency that an individual has or does not have the required level of character and conduct necessary to perform work for or on behalf of a federal agency as a contractor employee. A favorable fitness determination is not a decision to contract with an individual. Contractor employees must undergo, at a minimum, an FBI fingerprint check of law enforcement and investigative indices (see Section 2).

- **For Unescorted Access for More than Six Months**

Contractor employees needing unescorted access to a controlled EPA facility for more than six months are required to have an HSPD-12 smart card, called an EPASS badge. Eligible contractor employees must have a completed or initiated background investigation at the National Agency Check and Inquiries (NACI) level or above, comply with all other investigative and HSPD-12-related requirements, and be determined by the EPA Personnel Security Branch (PSB) to be fit (see Section 3). “Initiated” means that all initial security requirements have been met (i.e., paperwork is completed, submitted, and PSB-approved; favorable fingerprint results have been received; funding has been provided to cover the cost of the investigation; and PSB has sent notification that the individual may begin work).

To ensure timely contract performance, the contractor must be prepared to immediately submit upon contract award the contractor employee information detailed in Section 1(c). This applies also to incumbent contractors’ employees for follow-on acquisitions. All contractor employees under a new contract are subject to the requirements in Sections 2 or 3; however, the time needed to meet security requirements may be shorter for personnel who already have a favorable fitness determination.

Contractor employees may begin work on the contract start date provided all applicable documentation in Sections 1, 2, and 3 has been received by the EPA and there is no derogatory information to preclude a favorable determination. Timely submission of contractor employees’ security forms and other required documentation is essential.

A favorable determination may be revoked at any time should the EPA discover derogatory information upon which a contractor employee is unfit. Contractor employees deemed unfit will not be allowed to continue under the contract, and the contractor will be responsible for providing replacement employees acceptable to the EPA.

The EPA may make a determination of a contractor employee’s fitness at any of the following points:

- When the EPA prescreens the individual’s security forms. “Red flag” issues include:
 - Having been fired from a previous job or having left under unfavorable circumstances within the past five years (or longer, depending on the security form questions and type of investigation);
 - Failure to register with the Selective Service System (applies to male applicants born after December 31, 1959);
 - Within the past five years (or longer, depending on the security form questions and type of investigation), any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law;
 - Illegal drug use within the previous year, or drug manufacture or other involvement for profit within the past five years (or longer, depending on the security form questions and type of investigation).
- When FBI fingerprint results are returned to the EPA;
- When OPM returns the individual’s investigative results to the EPA;

¹ A controlled facility is an area to which security controls have been applied to protect agency assets. Entry to the controlled area is restricted to personnel with a need for access.

- When the EPA becomes aware that the contractor employee may not be fit to perform work for or on behalf of a federal agency. The contractor is responsible for monitoring its employees' fitness to work and notifying the EPA immediately of any contractor employee arrests or illegal drug use.

1) Initial On-Site Contractor Requirements

This section contains the contractor's initial security requirements, which must be met before contractor employees can perform work **on-site** at EPA under this contract.

- a) The contractor must identify a point of contact (POC) and alternate POC to facilitate security processes.
- b) The contractor must ensure that all foreign nationals who will work under this contract have a valid U.S. Immigrant Visa or nonimmigrant Work Authorization Visa. The contractor must use e-Verify to verify employment eligibility as required by the FAR.
- c) The EPA requires contractor employee information for the investigative and EPASS processes. Immediately upon contract award, or anytime new personnel are brought onboard, the contractor POC must log on to a secure, EPA-identified portal, create an account, and submit complete contractor employee information: Full name (as found on employment records and driver's license), Social Security Number, date of birth, place of birth (city, state, country), citizenship, employee email address, EPA program office or regional office, and EPA work city and state. Note: Incomplete names, inaccurate names, and nicknames are unacceptable and may delay contractor employees' start date. Instructions and the portal link will be provided upon contract award.
- d) EPA will provide the login information for the portal. After submission of the contractor employees' data, the Contracting Officer's Representative (COR) will notify the contractor POC if additional information or corrections are required. The COR's approval of the information triggers the investigative and EPASS processes.

2) Requirements for Contractor Employees Needing Unescorted Access for Six Months or Less

This section contains the requirements for contractor employees who are not eligible for an EPASS badge but who need unescorted physical access. The minimum security requirement is an FBI fingerprint check.

- a) Before the contractor employee can begin work on-site at the EPA:
 - a. He/she must be fingerprinted by the EPA; arrangements will be made by the COR.
 - b. The contractor employee must satisfactorily respond to all questions/information requests arising from the EPA's review of the fingerprint results.
 - c. The EPA must determine that the fingerprint results are favorable.

Once all requirements in Section 2(a) are met, the COR and contractor employee will be notified that the contractor employee can start work. Contractor employees will be issued a physical access badge and may work on-site at EPA. Contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4(b)).

3) Requirements for Contractor Employees Needing Unescorted Access for more than Six Months

This section contains the requirements for contractor employees who are eligible for an EPASS badge and who must have, at a minimum, a NACI background investigation completed or initiated. Contractor employees needing access to sensitive information or otherwise occupying moderate- or high-risk positions must undergo an investigation above the NACI level. The EPA will assign a position risk level to each position on the contract and identify which contractor employees are EPASS-eligible.

- a) EPASS-eligible contractor employees must undergo a background investigation appropriate to the risk level of the position occupied, as specified by the EPA; the minimum acceptable investigation is a NACI.
- b) Employees who have previously undergone a federal background investigation at the required level, and who have worked for or on behalf of the federal government without a break in service since the investigation was completed,

may not need a new investigation. The EPA will verify the investigative information and notify the contractor employee and COR if a new investigation is required. If an investigation is not needed, the contractor employee must still be fingerprinted by the EPA for an FBI fingerprint check, and have favorable fingerprint results returned before beginning work on-site at EPA.

- c) Before beginning work on-site at the EPA, contractor employees who require a new background investigation must:
 - a. Complete and submit the appropriate OPM security questionnaire specified by the EPA via OPM's e-QIP system. Access to e-QIP will be provided by the EPA; the questionnaires are viewable at www.opm.gov/forms. Foreign national contractor employees must, on the security questionnaire, provide their alien registration number or the number, type, and issuance location of the visa used for entry to the United States.
 - b. For a NACI only, also complete the OF 306, Declaration for Federal Employment, as required by OPM for any NACI and available at http://www.opm.gov/forms/pdf_fill/of0306.pdf. Contractor employees must answer questions 1-13 and 16, then sign the form on the "Applicant" line, 17a.
 - c. Follow all instructions on the form(s), answer all questions fully, and submit signature pages as directed by the EPA.
 - d. Be fingerprinted by the EPA; arrangements for fingerprinting will be made by the COR.
 - e. Satisfactorily respond to all questions/information requests arising from the EPA's review of the forms or fingerprint results.
 - f. Receive favorable fingerprint results.
- d) Once all requirements in Section 3(c) are met, the COR and contractor employee will be notified that the contractor employee can start work. Contractor employees may work on-site at EPA while OPM conducts the background investigation.
- e) At a time and location specified by the EPA, contractor employees must report in person for EPASS identity (ID) proofing and show two unexpired forms of identification from the lists on Department of Homeland Security Form I-9. At least one of the documents must be a valid, unexpired state or federal government-issued photo ID; non-U.S. citizens must show at least one ID from Column A on Form I-9.
- f) Before being issued an EPASS badge, contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4(b)). Contractor employees must meet all EPASS badge life-cycle requirements.
- g) A contractor employee has the right to appeal, in writing through the contractor POC to the COR, the denial or revocation of an EPASS badge. If the COR believes the appeal is justified, he/she will forward it to the Security Management Division (SMD). SMD's decision on behalf of the EPA will be final.

4) Ongoing Contractor Security Responsibilities

- a) The contractor POC must immediately provide updated information via the secure portal when new contractor employees are added to the contract. These contractor employees must meet all initial investigative requirements before beginning work on-site at EPA. The contractor POC must also update information via the secure portal whenever a contractor employee leaves the contract.
- b) The contractor POC must ensure that all EPA physical access and EPASS badges are returned to the COR as soon as any of the following occurs, unless otherwise determined by the Agency: (i) when the badge is no longer needed for contract performance; (ii) upon completion of a contractor employee's employment; or (iii) upon contract completion or termination.
- c) These EPA security requirements must be incorporated into all resulting subcontracts wherein contractor personnel working under the subcontract require EPA physical access.

Attachment 4

References

Application and Web Support

Installed Software Components

EPA's System Lifecycle Management (SLCM) Policy, CIO 2121.1, and SLCM Procedures, CIO 2121-P-03.0
CIO 2150.3. EPA Information Security Policies

Computer System Support

Operational Procedures

Consolidated Email, Lotus Notes, and Domino Support

None.

Graphics Design and Multimedia Support

EPA-RTP Graphics Standard Print Procedures

Print jobs for the EPA-RTP Graphics team either consist of print-only jobs, or print-for- production jobs that begin with a custom design. Often times, the client will should request a finalized material and size. The following are the Standard Design Measurements of all print and digital production jobs, and unless otherwise noted are the sizes that Graphics can produce.

- ❖ 4"x6"- Tent Cards
- ❖ 8.5"x 11"- Flyers
- ❖ 16"x32"- Glass Stand Posters
- ❖ 18"x30"- Dry Mount Easel Posters
- ❖ 76"x21.5"- Small C-Pocket
- ❖ 84"x41.5"- Large C-Pocket
- ❖ 1080px x 1920px- Portrait/Vertical digital signage
- ❖ 1920px x 1080px- Horizontal digital signage

Print jobs must have a minimum of 24 hours' notice for production, but standard times are 2-3 days for production in order to maintain a steady schedule.

Printer maintenance should be performed regularly (at least once every 2 weeks), with intermittent cleanings whenever prints develop any form of streaking.

Inks should be changed in printers as late as possible- large-format printers will run without problem when ink cartridges are as low as 1%.

Online Library System (OLS) Support

None.

Training Support

None.

Attachment 5

Mandatory Training

Contractors are required to take several mandatory training classes each year. Listed below are some of the mandatory training classes required, but not necessarily all of them. New required classes could be added at the Government's discretion to meet Agency requirements.

- Continuity of Operations (COOP) Awareness Training
- FY17 Information Security Awareness Training
- The No FEAR Act
- Annual Records Management Training Course
- Environmental Management Systems at the EPA
- Safety and Health Management System (SHMS) General Awareness Training
- Working Effectively with Tribal Governments
- Workplace Safety
- Domestic Violence